



Career Opportunity



About DRS

The [Department of Retirement Systems](#) is an umbrella organization responsible for administering eight public retirement systems and the Deferred Compensation Program for public employees in the state. DRS services directly affect over 400,000 members and participants, 142,000 retirees, and over 1,270 employers.

We employ more than 250 staff in areas such as: retirement services, information services, accounting and fiscal, and office/clerical support. We also employ management and supervisory professionals.

Our environment is dynamic, customer-focused and technologically savvy. We support a range of training and development opportunities, particularly those that prepare employees for career advancement and contribute to the quality of working life.

JOB TITLE: Administrative Assistant 4
LOCATION: Tumwater, Washington
OPENS: April 4, 2006
CLOSES: This position is open until filled *
RECRUITMENT NUMBER: 0387

** Your prompt response is encouraged as initial review of application materials will begin April 11, 2006.*

This position is responsible for providing professional administrative and technical support to our Senior Assistant Director, a member of the Department's executive management team. Responsible for overseeing the workflow of the Senior Assistant Director's office, the selected candidate will demonstrate high levels of integrity, confidentiality, and technical accuracy to ensure excellent customer service is provided to external and internal customers.

The Administrative Assistant 4 performs a wide variety of complex, responsible, and confidential secretarial and administrative duties, including preparing a variety of reports, correspondence, and presentations about agency activities and business matters; collecting and assembling data; coordinating deadlines; and monitoring the work of professional staff by reviewing work products on behalf of the Senior Assistant Director.

This position is also responsible for serving as a liaison for the Senior Assistant Director with internal and external customers by independently interpreting agency policies, rules, regulations, and procedures and using well-developed verbal and written communication skills to explain them.

A complete list of key work activities and essential functions is available upon request to the Human Resources office.

Please note: this position works in an office environment where typical work hours will vary depending on the schedule of the Senior Assistant Director and associated work assignment and product deliverables.

Why work at DRS?

DRS is centrally located in Tumwater, part of the Olympia/Tumwater/Lacey tri-city area on the southernmost tip of Puget Sound. It is a community rich in history, culture and natural beauty, blending a thriving city that is home to the state capitol with a friendly, small town atmosphere.

At DRS, we offer:

- A diverse, professional working environment;
- Opportunities for training, growth and advancement;
- Tuition reimbursement;
- A comprehensive benefits package;
- Membership in the Public Employees' Retirement System; and
- Opportunities to participate in the Deferred Compensation and Dependent Care Assistance Programs.

Desirable Qualifications

The desired candidate for this position will possess the following:

- Five years of increasingly responsible administrative support and customer service experience, including at least two years' experience providing direct support to an executive manager in public sector, or a highly regulated industry; and
- A High School Diploma (or equivalent), supplemented by college-level courses in business, computer software, or public administration; and
- Expert-level skills in the Microsoft Office Suite of products (PowerPoint, Word, Excel, Access, Outlook) and web publishing software.

Additionally, the successful candidate will demonstrate through professional work experience strong development in the following competency areas:

- **Analysis:** Uses data and information in a clear and rational thought process to assess and understand issues, evaluate options, form accurate conclusions, and make recommendations.
- **Initiative:** Demonstrates a willingness to take on responsibilities and challenges.
- **Research and Gathering Information:** Effectively identifies, collects, organizes and documents data and information in ways that make the information most useful for subsequent assessment, analysis and investigation.
- **Verbal and Written Communication:** Effectively conveys ideas and information through the spoken word and in writing using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the audience.
- **Governmental Knowledge:** Possesses knowledge of government organization and administrative procedures; government functions; and legislative processes.
- **Independence:** Develops one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
- **Customer Service Orientation:** Knowledge of the principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards, and evaluation of customer satisfaction.

Compensation

\$2,864 to \$3,663 per month, depending on qualifications (Range 46). The State of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; 11 paid holidays per year; a state retirement plan; and optional credit unions, savings bonds, and a Deferred Compensation Program.

The Washington State Department of Retirement Systems is an equal opportunity employer. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons of disability needing assistance in the application process, or those needing this announcement in an alternate format, may call the Human Resources Office at (360) 664-7020 or TTY (360) 586-5460.

How to Apply

Interested applicants who meet the qualifications and competencies identified in this announcement are invited to apply for consideration by submitting the following:

1. A completed state job application. The application that you submit can be either be the general [state job application form](#), or if you have completed DOP's INET application process, you can print out and submit the electronic application you completed during that process; **and**
2. A copy of your résumé including work history that indicates how you meet the qualifications *and* competencies needed for this position; **and**
3. An electronic copy of a complex professional PowerPoint presentation you have created from scratch (identifying information may be removed); **and**
4. A letter of interest (limited to two pages) including your responses to the following supplemental questions:
 - a. Please detail your experience providing complex technical and administrative support to an executive manager. Specify what role this manager played in the organization; the size and industry/primary business of the organization; for how long you provided support to this manager; and list your ten most responsible duties.
 - b. Please describe your experience providing excellent customer service in a highly regulated environment. Specify the industry/primary business of the organization; for how long you have done so; what types of customers you interacted with; what types of interactions you had most often; and how you ensured the service you provided met the needs of your customers.
 - c. Please describe the position requiring the highest level of confidentiality that you've held. Specify how you determined which information was necessary to keep confidential; and provide an example of a challenging or difficult situation involving confidential information.

Completed application materials may be submitted to:
HumanR@drs.wa.gov - Please include the title of this position in the Subject line.

OR

Department of Retirement Systems
ATTN: Human Resources
PO Box 48380
Olympia, Washington 98504-8380
FAX: (360) 586-4225

All application materials will be screened to determine who will participate in the assessment and interview process.